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ABSTRACT

This manual is a looseleaf guide to handling emergency situations within the McConnell Library of Radford University (Virginia). It provides instructions for identifying, monitoring, and addressing issues of the safety of patrons and employees at the library, describing emergency procedures, safety equipment, and the evacuation process, and specifying individual responsibility for each area of the building. Fire, bomb threats, hazardous material contamination, power outages, elevator failure, medical emergencies, and security problems (including damage to library materials) and evacuation plans are addressed. Maps of the five library levels are included. (SLD)

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EMERGENCY PROCEDURES MANUAL

McConnell Library
Radford University

JULY 1995

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I. INTRODUCTION

This **Emergency Procedures Manual** is a loose-leaf guide to handling situations within McConnell Library. It was organized and updated by the Emergency Procedures Committee (EPC) in January 1995.

The EPC, established by the University Librarian, consists of seven members representing each department in the library. Members were selected by their department coordinator. This standing committee is responsible for proposing and planning annual refresher training sessions (evacuation drills, etc.) for emergency procedures, as well as making updates and revisions to this manual.

This manual is designed to provide instructions for identifying, monitoring, and addressing safety issues at McConnell Library. The manual describes emergency procedures, safety equipment, and the evacuation process in an effort to reduce potential dangers. In addition, it specifies individual responsibility for each area of the building.

This manual is designed as a guide for action in the event of a crisis or emergency. **All library staff should become familiar with its contents BEFORE an emergency occurs.** Each staff member will receive a personal copy and Coordinators will receive copies in a red binder to be kept in an easily accessible location within their departments.

Members of the EPC would like to thank David Armstrong, Facilities Management Director, Blair Brainard, Radford University Reference Librarian, Linda Conrads, Counselor for Disabled Student Services, Linda Farynk, University Librarian, Toby Phillips, Director of University Police, Thomas S. Smithwick, University Safety Officer, and Tommy Taylor, Institutional Safety Officer, for their assistance and advice. We also thank Mary Washington University, Old Dominion University, University of Richmond, Washington and Lee University, and Winthrop University for providing copies of their emergency procedures manuals.

II. EVACUATING THE BUILDING

A. FLOOR ASSIGNMENTS

Floor Wardens are listed along with first and second assistants for each floor or area. Assigned team members are:

Building Warden:	Linda Farynk
Assistant:	Doris Hendrickson
2nd Assistant:	Sarah Wiggins
 Level 1:	 Gerald Gordon
Assistant:	Molly Hand
2nd Assistant:	Tim Stewart
 Level 2:	 Diana Fain
Assistant:	Bob Underwood
2nd Assistant:	Lois Edmonds
 Level 3:	 Larry Pollard
Assistant:	David Hayes
2nd Assistant:	Marsha Hertel
Administrative suite:	Kathy Nester
Assistant:	Paige Phillips
2nd Assistant:	Dinah Morris
 Level 4:	 Joyce Bruns
Assistant:	Lydia McCallister
2nd Assistant:	Ric Anderton
 Level 5:	 Lisa Crookshanks
Assistant:	Bud Bennett
2nd Assistant:	Bob Turner
 After 5 p.m. & Weekends:	 Circulation (Levels 3,4,5)
Assistant:	Reference (Levels 1,2)

Dinah Morris will call University Police (x5500) in an emergency; Martha Shelton will serve as Alternate in making the phone call. Circulation will call University Police after 5:00 p.m. and on weekends.

B. FLOOR WARDEN RESPONSIBILITIES

1. **GO TO ASSIGNED AREA**, as previously determined, using the nearest stairwell.
2. **MAKE ANNOUNCEMENT**, "Please take your personal belongings and leave the building by the nearest stairwell NOW!"
3. **CHECK THE AREA** to ensure that all patrons have exited.
4. **SECURE ELEVATOR**. Reference staff should secure the elevator by the reference desk. The elevator in the new addition and the handicap elevator are automatically secured when the fire alarm sounds.
5. **EVACUATE DISABLED PATRONS** to the nearest stairwell or exit. Attempt to place wheelchairs in the stairwells so that traffic is not blocked.
6. **EXIT THE BUILDING** using the nearest stairwell or exit and escort all patrons from the building toward Lucas Hall.
7. **REPORT PROBLEMS** to the Building Warden and/or University Police, whomever you contact first (disabled patrons in stairwell, uncooperative patrons, etc.).
8. **CHECK IN** with Building Warden to indicate designated level has been cleared.
9. **CONDUCT ROLL CALL**. Coordinators should report missing staff to Building Warden. Night and weekend student assistants should report to the Circulation Supervisor.

C. DISABLED PATRONS

In evacuating the building, the Floor Warden must be sure to do the following:

1. **CHECK EACH FLOOR** for disabled patrons.
2. **TAKE DISABLED PATRONS** to the nearest exit or place them in the stairwell until someone can assist them in getting out of the building safely.
3. **ASSURE THE PATRONS** that someone will be sent to evacuate them as soon as possible. Inform the patrons that the stairwell is fire rated.
4. **NOTIFY** the Building Warden or University Police immediately of any disabled patrons remaining in stairwells.
5. **DESCRIBE THE STAIRWELL** by level number and location. The locations are:
 - a. Garden side.
 - b. Lucas side.
 - c. New addition.

D. UNCOOPERATIVE PATRONS

In evacuating the building, the Floor Warden is responsible for announcing:

"Please take your personal belongings and leave the building by the nearest stairwell NOW."

If a patron refuses to leave,

1. **ADVISE THE PATRON** that the University Police will be notified if he/she does not leave.

If the patron still refuses to leave,

2. **REPORT THE SITUATION** to the Building Warden and/or University Police upon exiting the building.
3. **UNIVERSITY POLICE WILL NOTIFY** the uncooperative patron that his/her refusal to evacuate the building is a violation of the Radford University Standards of Student Conduct, and charges can be filed with the University Judicial System. Non-students are also subject to University regulations.

III. FIRE

- A. **SOUND ALARM and CALL 911.** It is the responsibility of any person seeing fire or smoke to pull the nearest alarm **and** to make the call reporting that there is a fire in the library and to give the location of the fire. Staff should make reasonable efforts to prevent the spread of fire by closing windows and doors.

Fire extinguishers are available in all public areas for use on small fires. You are not obligated to use a fire extinguisher; it is completely voluntary on your part. Do not take any undue risk.

- B. **CALL UNIVERSITY POLICE (x5500)** reporting that the alarm is sounding and the building is being evacuated.

Before 5:00 p.m. on weekdays, the administrative office staff will call. After 5:00 p.m. and on weekends, Circulation staff will call.

- C. **EVACUATE BUILDING.** Floor Wardens should alert library users in the public areas of their assigned floors to evacuate the building by the nearest exit.

REMEMBER - DO NOT USE THE ELEVATOR IF THE ALARM SOUNDS!

- D. **CONTROL CROWD.** Direct evacuees to the front of Lucas Hall. Keep all persons a safe distance from the building and maintain order.
- E. **REPORT PROBLEMS** to the Building Warden and/or University Police, whomever you contact first (disabled patrons in stairwell, uncooperative patrons, etc.).
- F. **CHECK IN** with Building Warden to indicate designated level has been cleared.

- G. CONDUCT ROLL CALL.** Coordinators should report missing staff to Building Warden. Night and weekend student assistants should report to the Circulation Supervisor.

Circulation will call the University Librarian (731-3082) if the emergency is after 5:00 p.m. or on weekends.

IV. OTHER ALARMS

A. ANNUNCIATOR PANEL

The annunciator panel, located in the lobby of McConnell Library, checks and monitors the safety features within the building such as the sprinkler system, electrical wiring, etc.

Lights on the panel indicate problems with the system. The horn may also sound in the event of system malfunctions. If this occurs, a key must be used to turn off the horn. It is located in Dinah Morris' center desk drawer. The key is labeled "annunciator panel".

Only authorized personnel should turn off the horn. Before 5:00 p.m. the horn should be turned off and Facilities Management (x5347) notified. After 5:00 p.m. and on weekends, University Police (x5500) should be notified after turning off the horn. Do not evacuate the building unless instructed by Facilities Management or University Police.

The key **must** be returned to Dinah's desk drawer immediately.

B. MOTION DETECTOR ALARM

The motion detector alarm, a ringing bell, will sound when movement is detected within the building when the security system is armed. If this occurs when you are in the building, these procedures should be followed.

1. **CALL UNIVERSITY POLICE (x5500).**
2. **CHECK NEAREST KEYPAD** to determine location of problem. Keypads are located in Circulation Services, Technical Services, and the receiving area. See maps for specific locations.
3. **CHECK AREA.** If no violation is detected, disarm system using your individual code.

V. BOMB THREATS.

Anyone who receives a bomb threat call should:

- A. KEEP THE CALLER ON THE LINE.** Even if the caller hangs up, **DO NOT REPLACE THE RECEIVER.**
- B. CONTACT UNIVERSITY POLICE (x5500)** immediately. Get assistance from a co-worker. The nature of the call should not be stated to anyone except police, your supervisor, and the University Librarian.
- C. WRITE DOWN THE FOLLOWING INFORMATION:**
 - 1. Time call is received
 - 2. Exactly what is said
 - 3. Sex of person calling
 - 4. Number of telephone where call is received
 - 5. Time given for bomb to go off
 - 6. Reason bomb is placed in the library
 - 7. Method of identifying bomb
 - 8. Name of person calling (when possible)
 - 9. Type of background noise (music, trains, etc.)
- D. RELINQUISH CONTROL OF THE BUILDING** to University Police. *NO STAFF MEMBER IS AUTHORIZED TO SEARCH FOR THE SUSPECTED BOMB.*
- E. UNIVERSITY POLICE WILL NOTIFY CAMPUS ADMINISTRATORS** to decide if the building should be evacuated.
- F. IF EVACUATION IS DECIDED,** University Police will direct evacuation procedure.
- G. REFER NEWS MEDIA INQUIRIES** to the senior administrative official at the scene or to the Office of Public Information and Relations.

VI. HAZARDOUS MATERIALS

If a hazardous leak is suspected:

A. CHEMICALS

1. **CALL SAFETY OFFICE (x5860)** before 5:00 p.m. during weekdays. Follow their instructions.
2. **CALL UNIVERSITY POLICE (x5500)** after 5:00 p.m. or on weekends. Follow their instructions.
3. **EVACUATE PERSONS IN THE IMMEDIATE VICINITY** of spills.
4. **DO NOT ATTEMPT TO CLEAN UP SPILLS.**
5. **SOUND FIRE ALARM** if evacuation is necessary.

B. BLOOD

For medical emergencies refer to section IX on page 16.

1. **CONTACT HOUSEKEEPING DEPARTMENT.** Call Facilities Management (x5347) before 5:00 p.m. during weekdays. Follow given instructions.
2. **CALL UNIVERSITY POLICE (x5500)** after 5:00 p.m. or on weekends. Follow their instructions.
3. **SECURE THE AREA** and prevent personnel from walking through the blood.

VII. POWER OUTAGES

During power outages, emergency lighting located in the stairwells should come on. Emergency lighting is designed to last only 60 minutes. This includes stairways and lights in the building.

A. ADMINISTRATIVE SUITE

- 1. TURN POWER SWITCH OFF** for all PCs and printers.
- 2. CALL FACILITIES MANAGEMENT (x5347)** to report power outage.
- 3. WHEN POWER RETURNS**, turn on PCs, printers, and all other electrical equipment.

B. CIRCULATION

- 1. DIRECT ALL PATRONS TO LIGHTED AREA.** If needed, flashlights are located at the Circulation desk. After 5:00 p.m. and on weekends, call University Police (x5500) and University Librarian (731-3082). Do not evacuate or close building until appropriate authorization is received.
- 2. CHECK HANDICAP ELEVATOR** by listening for trapped patrons. Follow "Elevator Failure" instructions on page 15.
- 3. POST SIGNS**, "Electrical failure . . . " on the handicap elevator door, on the outer handicap entrance, and on front doors. (Signs are located in the drawer next to the book drop at the Circulation desk.)
- 4. POST SIGNS**, "Present bookbags for examination before exiting", at the end of Circulation desk on exit gates.
- 5. TURN POWER SWITCH OFF** for all computers, OPACs, and other electrical equipment.

6. **CHECK OUT MATERIALS** using manual backup procedures. (Material is located in drawer next to book drop at Circulation desk.)
7. **EXAMINE ALL BOOKBAGS, etc.** before patrons leave the building.
8. **WHEN POWER RETURNS**, turn on computers, OPACs, and other electrical equipment. Wait for word that Innopac is restored before logging in. Remove signs from doors and Circulation desk. Enter manual circulation records into Innopac and reset compact shelving.

C. MEDIA

1. **DIRECT ALL PATRONS** on level four to a lighted area or to the stairwell exits leading to level three. If needed, a flashlight is located at the Media desk.
2. **CHECK ELEVATOR** by listening for trapped patrons. Follow "Elevator Failure" instructions on page 15.
3. **TURN POWER SWITCH OFF** for computers, OPACs, and other electrical equipment. This will prevent surges when power returns.
4. **REMAIN IN LIGHTED AREA** until power returns or until you receive further instructions.
5. **WHEN POWER RETURNS**, turn on computers, OPACs, and all other electrical equipment.

D. REFERENCE

1. **DIRECT ALL PATRONS** on level three to a lighted area. If

needed, flashlights are located at the Reference desk. After 5:00 p.m. and on weekends, direct all patrons on levels one and two to level three. Do not evacuate or close building until appropriate authorization is received.

2. **TURN POWER SWITCH OFF** for each OPAC, CD station, and PC.
3. **CHECK ELEVATOR** by listening for trapped patrons. Follow "Elevator Failure" instructions on page 15.
4. **WHEN POWER RETURNS**, turn on OPACs, CD stations, and PCs. Notify Maintenance to reset heating clocks if necessary.

E. TECHNICAL SERVICES

1. **DIRECT STAFF AND PATRONS TO LIGHTED AREAS.** If needed, locate flashlights within the department.
2. **TURN POWER SWITCH OFF** for all PCs, OPACs, printers and staff copier.
3. **UNPLUG PUBLIC COPIERS**, versa card machines and change machines.
4. **CHECK ELEVATOR** by listening for trapped patrons. Follow "Elevator Failure" instructions on page 15.
5. **CONTACT CIRCULATION** for instructions after 5:00 p.m.
6. **WHEN POWER RETURNS** turn on PCs, OPACs, printers and staff copier. Plug public copiers, versa card machines and change machine.

VIII. ELEVATOR FAILURE

The elevator in the new addition and the handicap elevator are designed to be automatically locked and inoperable in the event of a fire. Emergency telephones are located only in these elevators. However, if a patron is trapped in the elevator:

- A. REASSURE THE PERSON** that assistance is on the way
- B. DO NOT ATTEMPT TO FORCE OPEN THE DOORS**
- C. CALL UNIVERSITY POLICE (x5500).**

IX. MEDICAL EMERGENCIES

A. INITIAL STEPS

- 1. DETERMINE IF THE IMMEDIATE AREA IS SAFE**
- 2. DETERMINE THE VICTIM'S CONDITION:**
 - a. Breathing?
 - b. Bleeding?
 - c. Conscious?
 - d. What happened?
- 3. CALL 911** if situation is life threatening.
- 4. CALL UNIVERSITY POLICE (x5500) IMMEDIATELY.**
- 5. KEEP THE VICTIM CALM.**
- 6. KEEP ONLOOKERS AWAY.**
- 7. SEND CO-WORKER TO RECEIVING AREA** to meet medical professionals.
- 8. DO NOT MOVE THE VICTIM** unless absolutely necessary.

B. ADMINISTERING FIRST AID

- 1. GET PERMISSION FIRST** to administer First Aid.
- 2. ADMINISTER FIRST AID** based on your level of training. Always treat the most severe problems first. **Generally, follow this order: cardiac/respiratory arrest, major bleeding, severe wounds, and shock.¹**
- 3. USE FIRST AID KIT** located in Reference to treat minor injuries.

C. CPR/FIRST AID

Cardiopulmonary resuscitation (CPR) is a procedure to restore normal breathing after cardiac arrest that includes the clearance of air passages to the lungs, mouth-to-mouth method of artificial resuscitation, and heart massage by the exertion of pressure on the chest.

You are not obligated to administer CPR or perform First Aid. It is completely voluntary on your part if you feel comfortable performing these procedures.

For persons interested in learning CPR/First Aid, certification classes are offered on campus. Contact Tom Smithwick, Safety Manager, and your immediate supervisor.

X. SECURITY SITUATIONS

A. DISRUPTIVE BEHAVIOR

1. NOISE

- a. APPROACH** those making too much noise and ask them to please be quiet in the library.

If noise continues,

- b. WARN** them that University Police will be notified if they have to be approached a third time. Inform them of related Judicial Board charges for disorderly conduct. (See latest edition of RU Student Handbook, section on General University Policies). Recommend the use of group study rooms on level five.
- c. CALL UNIVERSITY POLICE (x5500)** to handle the problem if a third approach seems necessary.

2. CONFRONTATIONAL ACTIONS

- a. CALL UNIVERSITY POLICE (x5500)** in cases of fights. Do not get in the middle of a physical fight. Disperse any crowds that may gather.
- b. STAY CALM** and keep your voice at a quiet level if you are confronted by an irate patron. Try to talk rationally to the patron.
- c. AVOID A PHYSICAL FIGHT.** If you feel that the situation could escalate to acts of violence, have a co-worker call University Police.

3. FOOD, DRINK AND TOBACCO

- a. ENFORCE LIBRARY POLICY .** There should be no drinking, eating, or tobacco use within the library.

- b. **CONFISCATE** food/drink and issue a warning to the patron.
 - c. **FILE JUDICIAL CHARGES** for failure to comply with University policy for patrons caught smoking. (See RU Student Handbook section on General University Policies).
4. **ABUSE OF ACADEMIC MATERIALS**
If you witness a patron damaging library materials you should:
- a. **APPROACH THE PATRON.**
 - b. **ASK FOR IDENTIFICATION**, preferably a Radford University ID card. Keep the card in your possession.
 - c. **ESCORT THE PATRON TO CIRCULATION** in order to get a Judicial Board Form from a circulation staff member.
 - d. **VERIFY IDENTITY OF PATRON.** Have the circulation staff member compare the identification to the patron's Innopac record.
 - e. **COMPLETE THE FORM.** It should be sent to the Dean of Students Office as soon as possible.
 - f. **RETURN THE ID CARD** to the patron. The Dean of Students Office will send a copy of the Judicial Board Form to the patron.
 - g. **CALL UNIVERSITY POLICE (x5500)** if a patron fails to surrender an identification card or is not a Radford University student.

B. DRUG/PSYCHIATRIC EMERGENCIES

1. **BE ALERT FOR POTENTIAL VIOLENCE.**
2. **CALL UNIVERSITY POLICE (x5500)** as soon as possible.
3. **STAY CALM.**
4. **DO NOT ARGUE** but speak calmly and firmly to the person involved.
5. **LISTEN** to the person's point of view.
6. **BE PATIENT.**

C. BUILDING TAKEOVER

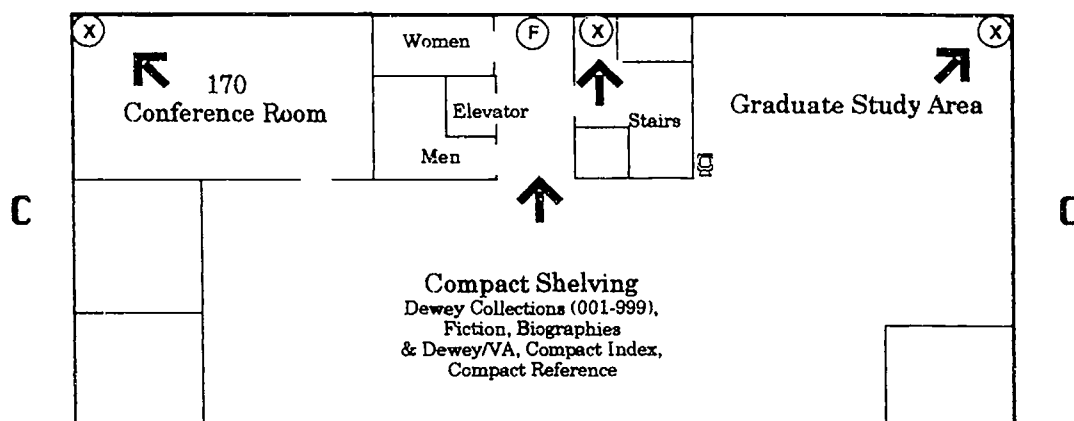
- 1. STAY CALM.**
- 2. DO NOT DEFEND THE LIBRARY.** It is not your responsibility to act as a police officer. Resistance may only increase the potential of destruction and bring about bodily harm to staff and patrons.
- 3. CALL UNIVERSITY POLICE (x5500)** discreetly.
- 4. NOTIFY LIBRARY ADMINISTRATION** after you get to safety. Give exact information. The responsibility for decisions from that point will rest with Administration and the University Police. If necessary, call the University Librarian at home (731-3082).
- 5. TALK.** If there appears to be a rational leader, a supervisor should talk to him/her to learn the purpose of the takeover and any other relevant information.
- 6. UNIVERSITY POLICE WILL EVACUATE BUILDING** using reasonable procedures based on individual situations.

XI. EVACUATION PLANS

The following maps were designed to show nearest stairwells and exits to be used during emergency procedures. Arrows illustrate routes in which patrons should be directed. The "X" in a circle indicates an exit door. Floors are labeled "A" or "B" or "C" as follows:

- A = Original part of the Library
- B = First addition
- C = New addition

1. This information is from pages 12-13 of The First Minutes: What To Do Until The Ambulance Arrives by Steven E. Reinberg and Edward L. Pendagast, Jr. (RC87.R43 1984)



Evacuation Map

**John Preston
McConnell Library**

Radford University

